

Tame Your Dragon: Anger Management Mandatory Participation Agreement & Zoom Conditions

1. Purpose and Program Options

This Agreement sets out the mandatory conditions of participation in the **Tame Your Dragon Anger Management Program** provided by SANCTUM: Centre for Personal and Corporate Excellence (SANCTUM).

The program is delivered online via Zoom and may be completed in one of three formats:

- **Saturday Intensive:** one Saturday from **10:00 am to 3:00 pm**;
- **Tuesday Evening Program:** two Tuesday evenings from **6:00 pm to 8:30 pm**; or
- **Individual Program:** four individual sessions of **one hour each**.

The individual format provides greater opportunity for discussion and presentation of the program material to be adapted to a participant's individual circumstances. However, the same minimum requirements for successful completion apply to all three formats.

Following this Agreement is my responsibility.

2. Attendance and Completion

Attendance

- I must attend and participate for the **entire duration** of each scheduled session.
- For the Saturday Intensive, the full 10:00 am–3:00 pm program must be completed.
- For the Tuesday Evening Program, **both Tuesday evenings must be completed in full**.
- For the Individual Program, all **four individual sessions** must be completed.

Individual Sessions

- At least **24 hours' notice** is required if I need to reschedule an individual appointment.
- A **\$95 fee** applies if I fail to attend or provide less than 24 hours' notice.

Lateness and Early Departure

- I am responsible for being available and ready to participate at the scheduled commencement time.
- Leaving a group session early, or being unable to participate for a substantial part of a session, may result in the session being treated as incomplete and may require rebooking.

Work and Other Commitments

- I am responsible for considering my work and other commitments before selecting a program date.
- I must not participate while working or receiving work-related calls or other interruptions.

Successful Completion and Certificate of Completion

- I understand that the Anger Management Program is **not simply an attendance program**.
- A Certificate of Completion indicates that I have met the minimum requirements of the program. These requirements include demonstrating sufficient understanding of the program material, participating in relevant discussions and exercises, and engaging in appropriate self-reflection.

Simply attending all required sessions does not guarantee a Certificate of Completion.

- Where I am unable to demonstrate the minimum level of understanding, participation, self-reflection or engagement required to meet the program requirements, including where cognitive or other limitations prevent me from meaningfully engaging with the program

content, SANCTUM may issue a **Letter of Attendance rather than a Certificate of Completion.**

- The individual program provides greater opportunity to adapt the presentation and discussion of the program material to my individual circumstances. This flexibility does not remove the minimum requirements for successful completion.

3. Participation and Conduct

I must:

- actively participate in discussions, activities and exercises;
- engage with the program material and my Participants Manual;
- listen respectfully when others are speaking and not talk over them;
- respect other people's opinions, even when I disagree;
- contribute to discussions where appropriate;
- treat facilitators and other participants respectfully;
- avoid private conversations with family, friends or other people during the program; and
- avoid watching television or engaging in other activities that interfere with participation.
- Any form of violence, threatening behaviour or verbal abuse towards facilitators or other participants is prohibited.
- Women and men must not be labelled or described using abusive or degrading language.
- I understand that failure to participate appropriately may result in my being asked to leave or being disconnected from the session and may prevent me from receiving a Certificate of Completion.

4. Alcohol, Drugs and Other Prohibited Activities

I must not:

- consume alcohol or illicit drugs during the program;
- participate while under the influence of alcohol or illicit drugs;
- smoke or vape during the program;
- eat during the program;
- **watch television during the program;** or
- sleep during the program.
- Water, coffee and tea are permitted.
- I should consider whether any medication I am taking may cause significant drowsiness or impair my ability to participate safely and appropriately.
- I must not drive or operate machinery while participating in the program.

5. Zoom, Technology and Privacy

Equipment

- I must have a suitable device with a functioning camera and microphone.
- A computer, laptop or tablet is preferred.
- A mobile phone should only be used where no suitable alternative is available. If a mobile phone is used, it must remain stationary and must not be used for calls, texting or other activities during the program.
- I do not need to purchase a Zoom account.

Internet and Equipment

- I am responsible for ensuring that my equipment is charged and that I have a stable internet connection before the program begins.
- I should test my equipment and internet connection beforehand.
- Failure to participate because of equipment failure, inability to log in, loss of internet connection or other technical problems may result in non-completion.

- Repeated freezing, disconnection or other technical problems that prevent meaningful participation may result in me being disconnected from the program.

Camera

I must keep my camera on and remain positioned so that my face is visible to the facilitator.

Private Environment

- I must participate from a private, suitable and disturbance-free location.
- Other people must not be able to hear the discussions taking place during the program.
- I must use earbuds, earphones or a headset where necessary to maintain confidentiality.
- Toilet breaks should occur during scheduled breaks.

6. Recording and Confidentiality

- Under no circumstances may I record the program by audio, video, screen recording, photograph, screenshot or any other means.
- I understand that information and personal matters discussed by other participants are confidential and must not be disclosed to other people.
- I must ensure that family members, friends or other people are not able to hear the program discussions.

7. Participants Manual and Rebooking

- I must have my **Participants Manual available throughout the program** and use it as required by the facilitator.
- Failure to have the required manual may prevent me from completing the program and may require me to rebook.
- If I am unable to participate on my selected program date, or if I am disconnected or otherwise fail to complete the program because I have not complied with these mandatory conditions, I may be required to rebook into another program.
- The applicable **rebooking fee is currently \$220**.
- I understand that rebooking is subject to availability.

8. Letters and Financial Terms

Letter of Attendance and Participation

- If requested, SANCTUM may provide a letter confirming my attendance in the program.
- An attendance letter may record the dates or format of my attendance and whether I have completed the required sessions.
- Where a Certificate of Completion has not been issued because the minimum requirements for successful completion have not been met, SANCTUM may provide a Letter of Attendance instead.
- A Letter of Attendance does not represent that I have successfully completed the Anger Management Program.

Letter of Enrolment

- A Letter of Enrolment may be provided upon request to notify a Court or other relevant party that I am enrolled in or about to commence the program.
- The applicable Letter of Enrolment fee and refund arrangements are set out in SANCTUM's separate **Letter of Acknowledgement and Agreement: Fees & Refunds**.

Fees and Refunds

- I acknowledge that the applicable fees, refund deadline and other financial conditions are set out separately in SANCTUM's **Letter of Acknowledgement and Agreement: Fees & Refunds**.

- I understand that I am required to comply with that document in addition to this Participation Agreement.

9. Consequences and Participant Acknowledgement

Consequences of Non-Compliance

I understand that these conditions are mandatory.

Failure to comply may result in:

- being asked to leave or being disconnected from the program;
- the session being treated as incomplete;
- no Certificate of Completion being issued; and/or
- a rebooking requirement and applicable rebooking fee.

SANCTUM will determine whether my participation meets the minimum requirements for successful completion of the program.

Participant Acknowledgement

By signing below, I confirm that:

1. I have read and understood this Mandatory Participation Agreement and Zoom Conditions.
2. I agree to comply with all mandatory conditions.
3. I understand that I must attend and participate for the entire duration of my selected program format.
4. I understand that **attendance alone does not guarantee a Certificate of Completion.**
5. I understand that a Certificate of Completion requires me to demonstrate the minimum level of understanding, participation, self-reflection and engagement required by the program.
6. I understand that the program content may be adapted to my individual circumstances when undertaking the individual format, but that this does not remove the minimum requirements for successful completion.
7. I understand that if I am unable to meaningfully engage with the program content, including because of cognitive or other limitations, I may receive a **Letter of Attendance rather than a Certificate of Completion.**
8. I understand that I am responsible for having suitable equipment, internet access and my Participants Manual available.
9. I understand the requirements concerning individual-session cancellations and the \$95 fee.
10. I understand that failure to comply may result in disconnection, non-completion and/or rebooking.
11. I understand that the separate **Letter of Acknowledgement and Agreement: Fees & Refunds** governs applicable fees and refund conditions.
12. I have had the opportunity to ask questions about this Agreement before signing it.

PARTICIPANT DECLARATION

Participant Name (print):

Participant Signature:

Date: